AmendmentstotheClaims

This listing of claims will replace all prior versions, and listings, of the claims in the application:

Listing of Claims

Claim 1. (previously presented) An apparatus comprising:

a storage device in communication with a first geographic area configured to receive and store a plurality of storable representations of interactions between an agent of a business and customers, wherein the business is located in the first geographic area and the storable representations are capable of being analyzed for quality of service in the second geographic area by an analyst, the second geographic area subject to a geographic wage attenuator;

a report generator configured to generate report data, the report data representing a calibrated determination of quality of service rendered by the agent to the customers; and

a business side console selected from the group consisting of a client agent console, a client supervisor console, and a client manager/executive console, wherein the business side console is operable by the business and the business side console provides access to one or both of the following; the report generator, the storage device.

Claim 2. (previously presented) The apparatus of claim 1, further comprising:

a client side console selected from the group consisting of an analyst console, a supervisor console, and a subject matter expert management console, wherein the client

side console is operable by the business or the agent and the client side console provides access to one or both of the following; the report generator, the storage device.

Claim 3. (previously presented) The apparatus of claim 2, further comprising:

a communication link, wherein the communication link can further comprises a satellite.

Claim 4. (previously presented) The apparatus of claim 1, wherein an analysis frequency applied to the agent's interactions is selected from the group consisting of at least once per day, more than once per day, and a statistically relevant sample size based on the requirements of the business.

Claim 5. (previously presented) The apparatus of claim 1, wherein at least one of the agent's interactions per day is analyzed for quality of service.

Claim 6. (original) The apparatus of claim 1, wherein the report data further comprises:

an agent performance element that could be performed even better.

Claim 7. (original) The apparatus of claim 6, wherein the report data further comprises:

an agent performance element that was well performed.

Claim 8. (original) The apparatus of claim 1, wherein the report data further comprises:

a training tip for the agent based on analyzing the agent's interactions.

Claim 9. (currently amended) The apparatus of claim 4, further comprising:

a data base comprising a plurality of the report data ~~collected from the agent~~.

Claim 10. (currently amended) The apparatus of claim 5, further comprising:

a data base comprising a plurality of the report data ~~collected from the agent~~.

Claim 11. (original) The apparatus of claim 1, wherein an interaction comprises a telephone call.

Claim 12. (original) The apparatus of claim 1, wherein an interaction comprises an email message.

Claim 13. (original) The apparatus of claim 1, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Botswana, Fiji, India, Kenya, Liberia, Nigeria, South Africa, Swaziland, Tanzania and the Philippines.

Claim 14. (original) The apparatus of claim 1, wherein the first geographic area is the United States of America and the second geographic area is external to the United States of America.

Claim 15. (original) The apparatus of claim 1, wherein the first geographic area is the United States of America and the second geographic area is selected from the group consisting of Argentina, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Republic of the Congo, Mexico, Nicaragua, Panama and Uruguay.

Claim 16. (original) The apparatus of claim 1, wherein the first geographic area is France and the second geographic area is selected from the group consisting of Algeria, Rwanda, Senegal and Haiti.

Claim 17. (previously presented) The apparatus of claim 1, wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.

Claim 18. (currently amended) A method comprising:

submitting a common replicate of an agent-customer interaction to analysts for scoring;

receiving scores, the scores are produced by the analysts in response to the common replicate; ~~a storable representation of an interaction between an agent of a business and customers wherein the business is located in a first geographic area;~~

providing feedback to the analysts, the feedback includes each analyst's deviation from a standard score; ~~the storable representation to an analyst, in the second geographic area, to determine quality of service provided to a customer by the agent wherein the~~

~~second geographic area is subject to a wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service; and~~

~~generating report data associated with the calibrated determination of quality of service.~~

adjusting each analyst's scoring criteria in response to the feedback, if each analyst's deviation from a standard score is not within an acceptable range then repeat the submitting, the receiving, and the providing, if each analyst's deviation from the standard score is within the acceptable range then the analysts are calibrated analysts;

sampling agent-customer interactions between agents of a business and customers, the customer-agent interactions occur in a first geographical area and the sampling is facilitated with a computer system adapted to provide audio and data resulting from the agent-customer interactions; and

analyzing the agent-customer interactions, the analyzing occurs in a second geographical area at a statistically relevant sampling interval by the calibrated analysts to produce a calibrated determination of quality of service rendered by the agents to the customers, a computer system adapted to display audio and data resulting from the agent-customer interactions is used by the calibrated analysts to facilitate the analyzing.

Claim 19. (currently amended) The method of claim 18, further comprising:

sending the scores to the business, the sending is in response to the analyzing;

issuing feedback to the agents, the business issues the feedback;

responding to the feedback, the agents respond to the business in response to the feedback supplied in the issuing feedback;

providing input to the calibration process, the providing input is responsive to the issuing and the responding; and

recalculating the standard score based on the providing input to obtain a recalculated standard score, if each analyst's deviation from the recalculated standard score is not within an acceptable range then repeat the submitting, the receiving, and the providing feedback, if each analyst's deviation from the recalculated standard score is within the acceptable range, then the analysts are calibrated analysts and the analyzing is resumed.

~~transmitting the storable representation to the second geographic area.~~

Claim 20. (currently amended) The method of claim 18, wherein the ~~analyzing occurs at a frequency that requires at least one of the agent's interactions per day to be analyzed for quality of service~~ acceptable range is established by the business.

Claim 21. (currently amended) The method of claim 18, ~~further comprising:~~

~~informing the agent of at least one agent performance element that could be performed even better~~ wherein the acceptable range is expressed as a deviation between individual analyst's agent-customer scores.

Claim 22. (currently amended) The method of claim ~~18~~21, ~~further comprising:~~

~~notifying the agent of at least one agent performance element that was well performed~~ wherein the deviation, expressed as a percentage, is selected from the group consisting of a user defined percentage, 0 to 5%, 5% to 10%, 10% to 15%, above 15%.

Claim 23. (currently amended) The method of claim 18, ~~further comprising:~~

~~providing a training tip for the agent based on the analyzing~~ wherein the common replicate and the acceptable range are provided by an anonymous transaction simulation.

Claim 24. (currently amended) The ~~apparatus~~ method of claim ~~18~~23 ~~wherein~~, ~~a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service~~the anonymous transaction simulation is designed to test a parameter selected from the group consisting of a particular category of a transaction, a training update, and a unique customer interaction scenario.

Claims 25-41 (Cancelled).

Claim 42. (currently amended) A method comprising:

monitoring ~~an~~ ,in real-time at high frequency, interactions between an agent of a business and customers wherein the business is located in a first geographic area and a computer system is adapted to permit an analyst located in a second geographic area to perform the monitoring;

analyzing in nearly real-time the interactions, in ~~a~~ the second geographic area by ~~an~~ the analyst, to determine ~~the~~ a statistically relevant quality of service provided to a customer by the agent wherein the second geographic area is subject to a wage attenuator

and the analyst has been trained to provide a calibrated determination of quality of service; and

generating report data, the computer system is adapted to facilitate the generating when ~~associated with~~ the calibrated determination of quality of service is input.

Claim 43. (previously presented) The method of claim 42, wherein the analyzing occurs at a frequency that requires at least one of the agent's interactions per day to be analyzed for quality of service.

Claim 44. (original) The method of claim 42, wherein the interaction consists of at least one of voice and data associated with the interaction.

Claim 45. (currently amended) The method of claim 42, further comprising:

informing the agent in nearly real-time subsequent to the analyzing of at least one agent performance element that could be performed even better.

Claim 46. (currently amended) The method of claim 45, further comprising:

notifying the agent in nearly real-time subsequent to the analyzing of at least one agent performance element that was well performed.

Claim 47. (currently amended) The method of claim 42, further comprising:

providing a training tip ~~for~~to the agent based on the analyzing in nearly real-time subsequent to the analyzing.

Claim 48. (previously presented) The apparatus of claim 42, wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.

Claims 49-53 (Cancelled).

Claim 49. (currently amended) An apparatus comprising:

a storable representation of a service call arising between an agent of a business and a caller in a first geographic area;

a communication link to transfer the storable representation to a second geographic area; and

a storage device coupled with the communication link, to store the storable representation, ~~wherein~~ the storable representation is ~~capable of being~~ analyzed for quality of service in the second geographic area by an analyst, the second geographic area is subject to a geographic wage attenuator and the analyst has been trained to provide a calibrated high frequency determination of quality of service rendered by the agent during the service call, the calibrated determination of quality of service is stored on a device selected from the group consisting of the storage device and a second storage device.

Claim 50. (previously presented) The apparatus of claim 49, wherein at least one of the agent's calls per day is analyzed for quality of service in the second geographic area.

Claim 51. (previously presented) The apparatus of claim 50, wherein analyzing for quality of service includes scoring the agent according to predefined criteria.

Claim 52. (currently amended) The apparatus of claim 51, wherein predefined criteria includes scoring the agent according to criteria developed by sampling agent performance at least once a day on a ~~substantially~~ continuing basis.

Claim 53. (previously presented) The apparatus of claim 51, wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.

Claim 54. (currently amended) A method comprising:

receiving ~~a~~ storable representations of ~~a service call~~interactions between an agent of a business and customers, ~~wherein~~ the agent~~business~~ is ~~located~~ in a first geographic area; and an analyst is in a second geographic area, the analyst uses a computer system that is adapted to permit review of the storable representation of the interactions, the analyst uses the computer system to analyze agent's interactions at a frequency equal to at least one interaction per agent per day; and

analyzing the interactions in the second geographical region by the calibrated analyst with the computer system to produce a calibrated determination of service quality rendered by the agent to customers, the calibrated analyst has previously been conditioned to provide the calibrated determination of quality of service by the procedure comprising:

submitting a common replicate of an agent-customer interaction to analysts for scoring;

receiving scores, the scores are produced by the analysts in response to the common replicate;

providing feedback to the analysts, the feedback includes each analyst's deviation from a desired score; and

adjusting each analyst's scoring criteria in response to the feedback, if each analyst's deviation from a standard score is not within an acceptable range then repeat the submitting, the receiving, and the providing, if each analyst's deviation from the standard score is within the acceptable range, then the analysts are calibrated analysts

~~providing the storable representation to an analyst, in the second geographic area, to determine quality of service provided to a customer by the agent wherein the second geographic area is subject to a wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service;~~

~~utilizing wage attenuation to reduce a cost of analyzing the service call in the second geographic area relative to the cost of analyzing the call in the first geographic area; and~~

~~generating report data associated with the calibrated determination of quality of service~~.

Claim 55. (currently amended) The method of claim 54, wherein the analyzing occurs at a frequency which is selected to provide a statistically relevant determination of the ~~that~~

~~requires at least one of the agent's service calls per day to be analyzed for~~ quality of service rendered by the agent.

Claim 56. (currently amended) The method of claim 55, wherein the storable representations~~service call~~ consists of voice and data associated with the interactions~~service call~~.

Claim 57. (original) The method of claim 56, further comprising:

notifying the agent of at least one agent performance element that was well performed; and

informing the agent of at least one agent performance element that could be performed even better.

Claim 58. (original) The method of claim 57, further comprising:

providing a training tip for the agent based on the analyzing.

Claim 59. (previously presented) The method of claim 58, wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.

Claims 60-63 (Cancelled).

Claim 64. (currently amended) A computer readable medium containing executable computer program instructions, which when executed by a data processing system, cause the data processing system to perform a method comprising:

receiving a storable representation of a service call between an agent of a business and customers wherein the business is located in a first geographic area;

playing the storable representation, in a second geographic area, for an analyst to determine ~~the~~a statistically relevant quality of service provided to a customer by the agent wherein the second geographic area is subject to a wage attenuator and the analyst has been trained to provide a calibrated determination of quality of service; and

generating report data associated with the calibrated statistically relevant determination of quality of service.

Claim 65. (previously presented) The computer readable medium of claim 64, wherein the analyzing occurs at a frequency that requires at least one of the agent's service calls per day to be analyzed for quality of service.

Claim 66. (original) The computer readable medium of claim 65, wherein the service call consists of voice and data.

Claim 67. (currently amended) The computer readable medium as set forth in claim 66, the method further comprising:

notifying the agent of at least one agent performance element that was well performed, the notifying occurs in nearly real-time relative to the playing; and

informing the agent of at least one agent performance element that could be performed even better, the informing occurs in nearly real-time relative to the playing.

Claim 68. (previously presented) The computer readable medium of claim 67, wherein a calibration selected from the group consisting of an internal calibration, a client calibration, an anonymous transaction simulation, and a quality audit has been applied to the analyst to facilitate the calibrated determination of quality of service.

Claims 69-73 (Cancelled).

Claim 74. (currently amended) The method of claim 1873, ~~wherein the analyst has been trained with a method~~ the submitting, the receiving, and the providing perform a calibration selected from the group consisting of an internal calibration, a client calibration, and a random quality audit.

Claim 75. (currently amended) The method of claim 20, further comprising:

using a higher frequency to accelerate the calibration~~training~~ of the analyst.

Claim 76. (currently amended) The method of claim 75, wherein the higher frequency is a multiple of the statistically relevant sample size and is based on the requirements of a business~~approximately six times per day~~.

Claim 77. (currently amended) The method of claim 76, wherein an internal calibration, a client calibration, an autonomous transaction simulation, and a quality audit are applied during an analyst's training period to accelerate the ~~training~~calibration of the analyst.

Claim 78 (New). A method comprising:

monitoring in real time, interactions between an agent of a business and customers, the agent is in a first geographic area and a calibrated analyst who performs the monitoring is in a second geographic area, a computer system adapted to permit the calibrated analyst to monitor, in real-time, audio and data that arise during the interactions is used to monitor the agent at a frequency equal to at least one interaction per agent per day; and

analyzing in nearly real-time, the interactions in the second geographical region by the calibrated analyst to produce a calibrated determination of service quality rendered by the agent to customers, the analyst has previously been conditioned to provide the calibrated determination of quality of service by a calibration process comprising:

submitting a common replicate of an agent-customer interaction to analysts for scoring;

receiving scores, the scores are produced by the analysts in response to the common replicate;

providing feedback to the analysts, the feedback includes each analyst's deviation from a desired score; and

adjusting each analyst's scoring criteria in response to the feedback, if each analyst's deviation from a standard score is not within an acceptable range then

repeat the submitting, the receiving, and the providing, if each analyst's deviation from the standard score is within the acceptable range, then the analysts are calibrated and only then can the analysts perform the analyzing.

Claim 79. (New) The method of claim 78, wherein the calibration process reduces deviations between individual analyst's to a value selected from the group consisting of up to three percent (3%), up to five percent (5%), a value specified by the business.

Claim 80 (New). A method for decreasing the training time for an analyst, comprising:

establishing training criteria for a group of analysts, the training criteria applies to a customer agent interaction for the business;

compiling training criteria from the high frequency evaluations of customer agent interactions utilizing the training criteria from the establishing and the compiling to train the analysts for a period of time; and

receiving storable representations of interactions between an agent of a business and customers, the agent is in a first geographic area and an analyst is in a second geographic area, the analyst uses a computer system that is adapted to permit review of the storable representation of the interactions, the computer system samples the agents' interactions at a frequency equal to at least one interaction per agent per day.

Claim 81 (New). A method comprising:

providing a first segment of training to a group of analysts, the training is directed to analyzing agent-customer interactions between agents of a business and customers, the first segment comprising:

sampling agent-customer interactions at a rate of at least one interaction per agent per day, a computer system adapted to sample agent-customer interactions and to provide audio and data resulting from the agent-customer interaction is used to facilitate the sampling;

a first client calibration interval, the first client calibration interval occurs at a first frequency;

a first internal calibration interval, the first internal calibration interval occurs at a second frequency;

a first anonymous transaction simulation interval, the first anonymous transaction simulation interval occurs at a third frequency; and

a first quality audit, the first quality audit monitors a first percentage of all transactions processed by the analysts.

Claim 82 (New). The method of claim 81, wherein the first segment is equal to a week, the first frequency is equal to one hour per day, the second frequency is equal to one hour per day, the third frequency is equal to one anonymous transaction simulation per day, and the first percentage is equal to twenty percent.

Claim 83 (New). The method of claim 81, further comprising:

providing a second segment of training to a group of analysts, the training is directed to analyzing agent-customer interactions between agents of a business and customers, the second segment comprising:

sampling agent-customer interactions at a rate of at least one interaction per agent per day, a computer system adapted to sample agent-customer interactions and to provide audio and data resulting from the agent-customer interaction is used to facilitate the sampling;

a second client calibration interval, the second client calibration interval occurs at a fourth frequency;

a second internal calibration interval, the second internal calibration interval occurs at a fifth frequency;

a second anonymous transaction simulation interval, the second anonymous transaction simulation interval occurs at a sixth frequency; and

a second quality audit, the second quality audit monitors a second percentage of all transactions processed by the analysts during the second segment.

Claim 84 (New). The method of claim 83, wherein the second segment is equal to a week, the fourth frequency is equal to three hours per week, the fifth frequency is equal to three hour per week, the sixth frequency is equal to two anonymous transaction simulation per week, and the second percentage is equal to ten percent.

Claim 85 (New). The method of claim 81, further comprising:

providing a third segment of training to a group of analysts, the training is directed to analyzing agent-customer interactions between agents of a business and customers, the third segment comprising:

sampling agent-customer interactions at a rate of at least one interaction per agent per day, a computer system adapted to sample agent-customer interactions and to provide audio and data resulting from the agent-customer interaction is used to facilitate the sampling;

a third client calibration interval, the third client calibration interval occurs at a seventh frequency;

a third internal calibration interval, the third internal calibration interval occurs at an eighth frequency;

a third anonymous transaction simulation interval, the third anonymous transaction simulation interval occurs at a ninth frequency; and

a third quality audit, the third quality audit monitors a third percentage of all transactions processed by the analysts during the third segment.

Claim 86 (New). The method of claim 85, wherein the third segment is equal to a week, the seventh frequency is equal to two hours per week, the eighth frequency is equal to two hour per week, the ninth frequency is equal to one anonymous transaction simulation per week, and the third percentage is equal to five percent.

Claim 87 (New). The method of claim 81, further comprising:

providing a fourth segment of training to a group of analysts, the training is directed to analyzing agent-customer interactions between agents of a business and customers, the fourth segment comprising:

sampling agent-customer interactions at a rate of at least one interaction per agent per day, a computer system adapted to sample agent-customer interactions and to provide audio and data resulting from the agent-customer interaction is used to facilitate the sampling;

a fourth client calibration interval, the fourth client calibration interval occurs at a tenth frequency;

a fourth internal calibration interval, the fourth internal calibration interval occurs at an eleventh frequency;

a fourth anonymous transaction simulation interval, the fourth anonymous transaction simulation interval occurs at a twelfth frequency; and

a fourth quality audit, the fourth quality audit monitors a fourth percentage of all transactions processed by the analysts during the fourth segment.

Claim 88 (New). The method of claim 87, wherein the fourth segment is equal to a week, the tenth frequency is equal to two hours per week, the eleventh frequency is equal to two hour per week, the twelfth frequency is equal to one anonymous transaction simulation per week, and the fourth percentage is equal to five percent.